



Operational Status Report

Kentucky MMIS Project

*Cabinet for Health and Family Services
Department for Medicaid Services*

Status Month End October 2014

Cabinet for Health and Family Services Department for Medicaid Services

| | |
|--|--|
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| | | |
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1 Executive Summary

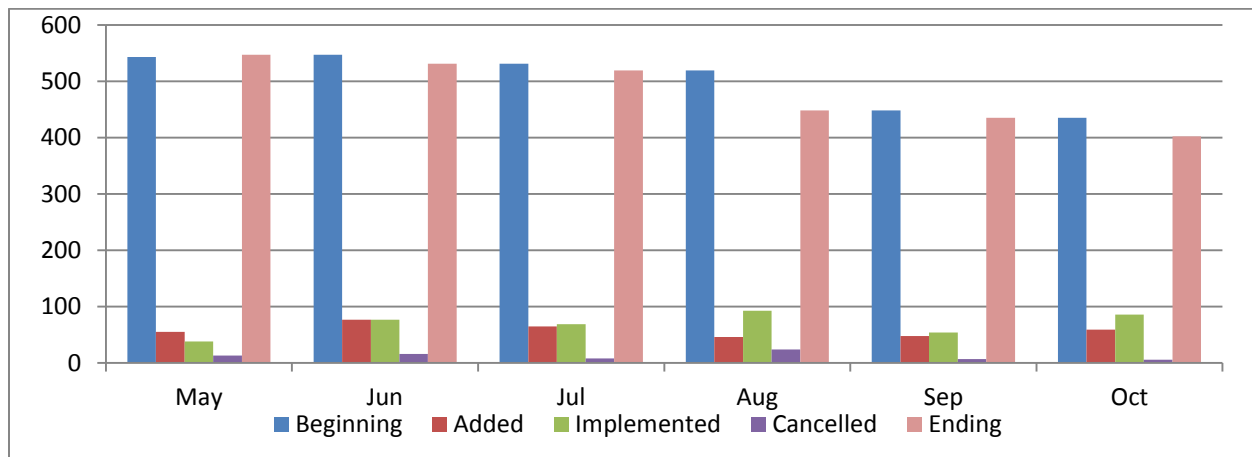
| | October | Page Number |
|---|------------------|-------------|
| Claims Processed | 1,067,858 | Page 21 |
| Total Dollars Paid | \$228,189,682.95 | Page 21 |
| Claims Paid | 759,717 | Page 21 |
| Claims Denied | 308,141 | Page 21 |
| % Denied Claims | 28.9% | Page 21 |
| Average Claims Held in Cash Management | 292,821 | N/A |
| Average Dollars Held in Cash Management | \$45,098,433.67 | N/A |
| Capitation Financial Transactions | 2,381,927 | N/A |
| Capitation Financial Payments | \$557,259,963.95 | Page 21 |
| Suspended Claims | 5,795 | Page 21 |
| Total Suspended Claims > 90 Days | 371 | Page 28 |
| Provider Services Calls Received | 10,807 | Page 34 |
| Provider Services Current Service Level % | 96% | Page 34 |

1.1 Encounter Load Statistics

| Managed Care Organizations (MCOs) | | | | | | |
|-----------------------------------|-------------|--------------|--------------|----------------|-------------------|-----------------|
| | May 2014 | June 2014 | July 2014 | August 2014 | September 2014 | October 2014 |
| Coventry | 1,123,433 | 866,971 | 867,227 | 1,099,922 | 1,033,568 | 973,889 |
| Humana | 261,745 | 187,024 | 223,588 | 348,051 | 263,156 | 265,849 |
| Kentucky Spirit | 3,427 | 2,393 | 989 | 5,626 | 3,502 | 2,817 |
| Passport (R03) | 961 | 824 | 1,254 | 1,656 | 1,841 | 612 |
| Passport R31 | 914,822 | 653,151 | 680,635 | 990,960 | 1,072,201 | 811,239 |
| WellCare | 1,721,505 | 1,410,418 | 1,246,391 | 2,134,101 | 1,860,303 | 1,308,988 |
| Anthem | 0 | 69,320 | 102,637 | 214,784 | 114,664 | 437,792 |
| Other | | | | | | |
| Transportation Encounters | 0 | 435,896 | 621,689 | 0 | 213,487 | 179,559 |
| Magellan Pharmacy Claims | 266,335 | 266,271 | 269,045 | 276,667 | 217,315 | 289,139 |
| Totals | 4,292,228 | 3,892,268 | 4,013,455 | 5,071,767 | 4,780,037 | 4,269,884 |

1.2 Change Order and Defect Statistics

| Change Orders / Defects Inventory | May | June | July | Aug | Sept | Oct |
|--|------------|-------------|-------------|------------|-------------|------------|
| Beginning | 543 | 547 | 531 | 519 | 448 | 435 |
| Added | 55 | 77 | 65 | 46 | 48 | 59 |
| Implemented | 38 | 77 | 69 | 93 | 54 | 86 |
| Cancelled | 13 | 16 | 8 | 24 | 7 | 6 |
| Ending | 547 | 531 | 519 | 448 | 435 | 402 |



1.1 Change Order and Defect Statistics (continued)

| October 2014 | Change Orders | | Defects | | Total | Comments |
|--------------------|---------------|---------|---------|---------|-------|---|
| | Open | On Hold | Open | On Hold | | |
| DMS Priority | 70 | 58 | 3 | 1 | 132 | |
| Federally Mandated | 16 | 1 | 0 | 0 | 17 | 4 open and 1 on hold are included in the Priority list. |
| Non-Priority | 148 | 8 | 97 | 0 | 253 | |
| Totals | 234 | 67 | 100 | 1 | 402 | Total includes 8 ICD-10 and T-MSIS CO's |

*The priority list consists of 137 Change Orders & Defects.

| | Change Orders | | | Defects | | |
|--------------------|---------------|-------------|-----------|-----------|-------------|-----------|
| October 2014 | Added | Implemented | Cancelled | Added | Implemented | Cancelled |
| DMS Priority | 28 | 29 | 2 | 0 | 9 | 1 |
| Federally Mandated | 3 | 11 | 0 | 0 | 1 | 0 |
| Non-Priority | 12 | 13 | 2 | 16 | 23 | 1 |
| Totals | 43 | 53 | 4 | 16 | 33 | 2 |

2 Unplanned System Outages

| A Breakdown Of The Downtime | | |
|-----------------------------|------|---|
| Date | Time | Reason For Downtime |
| | | There were no unplanned system outages in October 2014. |

Billable Hours

2.1 Billable Hours Usage Summary (Contract Year 2014)

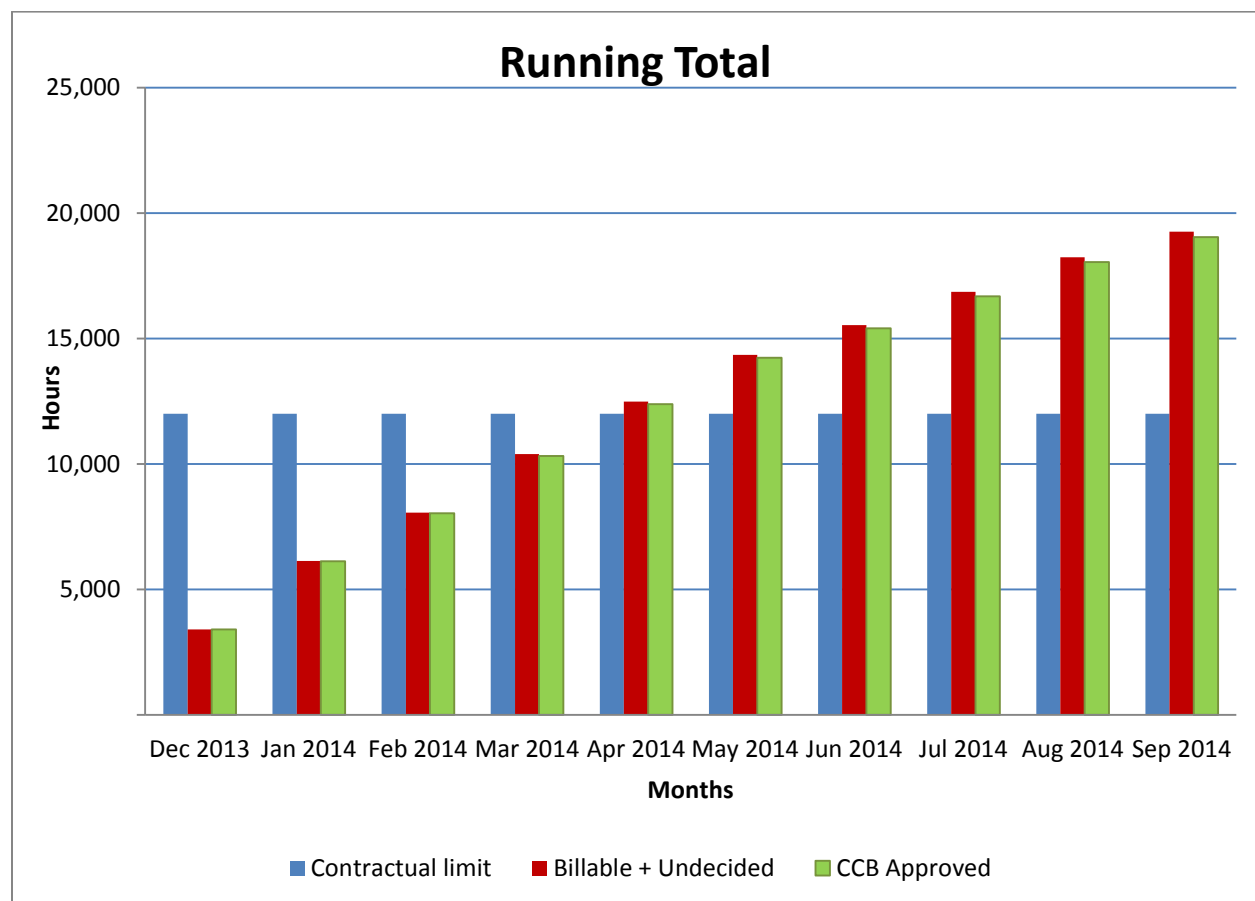
| Month | Billable | Undecided | CCB Approved | Need CCB Review |
|----------|----------|-----------|--------------|-----------------|
| Dec 2013 | 3,406.25 | 1.50 | 3,406.25 | 1.50 |
| Jan 2014 | 2,714.75 | 10.50 | 2,713.50 | 11.75 |
| Feb 2014 | 1,921.50 | 12.25 | 1,919.25 | 14.50 |
| Mar 2014 | 2,327.50 | 7.00 | 2,279.25 | 55.25 |
| Apr 2014 | 2,089.50 | - | 2,062.75 | 26.75 |
| May 2014 | 1,848.50 | 12.00 | 1,848.50 | 12.00 |
| Jun 2014 | 1,177.00 | 3.00 | 1,174.00 | 6.00 |
| Jul 2014 | 1,300.75 | 25.50 | 1,278.25 | 48.00 |
| Aug 2014 | 1,362.00 | 22.75 | 1,362.00 | 22.75 |
| Sep 2014 | 992.25 | 23.75 | 991.25 | 24.75 |
| Oct 2014 | | | | |
| Nov 2014 | | | | |

* Each month's time entry is finalized on the 22nd day of the following month.

2.2 Running Total (Contract Year 2014)

| Month | Contractual limit | Billable + Undecided | CCB Approved | Billable | Undecided | Need CCB Review |
|----------|-------------------|----------------------|--------------|-----------|-----------|-----------------|
| Dec 2013 | 12,000.00 | 3,407.75 | 3,406.25 | 3,406.25 | 1.50 | 1.50 |
| Jan 2014 | 12,000.00 | 6,133.00 | 6,119.75 | 6,121.00 | 12.00 | 13.25 |
| Feb 2014 | 12,000.00 | 8,066.75 | 8,039.00 | 8,042.50 | 24.25 | 27.75 |
| Mar 2014 | 12,000.00 | 10,401.25 | 10,318.25 | 10,370.00 | 31.25 | 83.00 |
| Apr 2014 | 12,000.00 | 12,490.75 | 12,381.00 | 12,459.50 | 31.25 | 109.75 |
| May 2014 | 12,000.00 | 14,351.25 | 14,229.50 | 14,308.00 | 43.25 | 121.75 |
| Jun 2014 | 12,000.00 | 15,531.25 | 15,403.50 | 15,485.00 | 46.25 | 127.75 |
| Jul 2014 | 12,000.00 | 16,857.50 | 16,681.75 | 16,785.75 | 71.75 | 175.75 |
| Aug 2014 | 12,000.00 | 18,242.25 | 18,043.75 | 18,147.75 | 94.50 | 198.50 |
| Sep 2014 | 12,000.00 | 19,258.25 | 19,035.00 | 19,140.00 | 118.25 | 223.25 |
| Oct 2014 | | | | | | |
| Nov 2014 | | | | | | |

* Each month's time entry is finalized on the 22nd day of the following month.



3 Monthly Ad hoc Requests

3.1 Inventory Summary

| | Beginning of Month | Received This Month | Closed This Month | DMS Hold | Ending Inventory |
|-------------|--------------------|---------------------|-------------------|----------|------------------|
| Type A | 0 | 0 | 0 | 0 | 0 |
| Type B | 0 | 0 | 0 | 0 | 0 |
| Type C | 0 | 0 | 0 | 0 | 0 |
| Type D | 0 | 0 | 0 | 0 | 0 |
| Type E | 0 | 0 | 0 | 0 | 0 |
| Unspecified | 1 | 151 | 135 | 1 | 17 |
| Total | 1 | 151 | 135 | 1 | 17 |

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

3.2 Inventory Detail

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|----------------|-----------|----------------|----------------|-------------------------------------|
| 23022 | | Godshall, Kurt | Completed | 20140930 | 20141001 | ORR 14-365 CCSM Cost Report SFY2014 |
| 23030 | | Bentley, Tracy | Completed | 20141001 | 20141002 | Access 17000894 |
| 23029 | | Smith, Toby | Completed | 20141002 | 20141003 | Claims Reddy 2009-present |
| 23031 | | Bentley, Tracy | Completed | 20141002 | 20141002 | NewCare Billing 08012013-073102014 |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|------------------|-----------|----------------|----------------|--|
| 23038 | | Bechtel, Steve | Completed | 20141002 | 20141003 | School Based I-Forms Support COS 23 QE9/14 |
| 23040 | | Godshall, Kurt | Completed | 20141002 | 20141003 | U of L Claims from NP2 |
| 23048 | | Godshall, Kurt | Completed | 20141003 | 20141006 | ORR 14-359 |
| 23049 | | Dennis, David | Completed | 20141006 | 20141009 | rerun a query for the creep last run was 11/14/13 |
| 23053 | | Sayles, Karen | Cancelled | 20141006 | | Medicaid Member eligibility totals |
| 23054 | | Minedi, Laxmi | Completed | 20141007 | 20141008 | Dental Provider Directory |
| 23068 | | Godshall, Kurt | Completed | 20141008 | 20141010 | All Medical Claims for Opioid Recipients |
| 23076 | | Wells, Phyllis | Completed | 20141009 | 20141010 | Lingreen |
| 23077 | | Wells, Phyllis | Completed | 20141009 | 20141010 | R Lingreen |
| 23079 | | Godshall, Kurt | Completed | 20141010 | 20141013 | i need some member code run for Jeff Talbert |
| 23085 | | Berryman, Sandy | Completed | 20141013 | 20141015 | Members Who Changed MCOs |
| 23084 | | Maciag, Karen | Completed | 20141014 | 20141015 | Paid Claims 05/02/14-09/30/14 Achieving More, LLC |
| 23094 | | Godshall, Kurt | Completed | 20141015 | 20141015 | ORR Jerry Boone |
| 23102 | | Leliaert, Teresa | Completed | 20141015 | 20141016 | MFP Template |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|------------------|-----------|----------------|----------------|------------------------------|
| 23103 | | Leliaert, Teresa | Completed | 20141015 | 20141016 | MFP Template |
| 23105 | | Leliaert, Teresa | Completed | 20141015 | 20141016 | MFP Template |
| 23110 | | Bentley, Tracy | Completed | 20141016 | 20141016 | Modern Care 090113-083114 |
| 23111 | | Bentley, Tracy | Completed | 20141016 | 20141017 | NR Radical 09/01/13-02/28/14 |
| 23114 | | Leliaert, Teresa | Completed | 20141017 | 20141017 | MFP Template |
| 23115 | | Leliaert, Teresa | Completed | 20141017 | 20141017 | MFP Template |
| 23116 | | Leliaert, Teresa | Completed | 20141017 | 20141017 | MFP Template |
| 23117 | | Leliaert, Teresa | Completed | 20141017 | 20141017 | MFP Template |
| 23118 | | Leliaert, Teresa | Completed | 20141017 | 20141017 | MFP Template |
| 23119 | | Leliaert, Teresa | Completed | 20141017 | 20141017 | MFP Template |
| 23120 | | Leliaert, Teresa | Completed | 20141017 | 20141020 | MFP Template |
| 23121 | | Leliaert, Teresa | Completed | 20141017 | 20141020 | MFP Template |
| 23122 | | Leliaert, Teresa | Completed | 20141017 | 20141020 | MFP Template |
| 23123 | | Leliaert, Teresa | Completed | 20141017 | 20141020 | MFP Template |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|------------------|-----------|----------------|----------------|------------------|
| 23214 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23215 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23217 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23218 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23219 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23220 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23221 | | May, Wilma | Completed | 20141024 | 20141028 | MFP Template |
| 23222 | | May, Wilma | Completed | 20141024 | 20141028 | MFP Template |
| 23223 | | May, Wilma | Completed | 20141024 | 20141028 | MFP Template |
| 23224 | | May, Wilma | Completed | 20141024 | 20141029 | MFP Template |
| 23399 | | Leliaert, Teresa | Completed | 20141024 | 20141024 | MFP Template |
| 23401 | | Leliaert, Teresa | Completed | 20141024 | 20141024 | MFP Template |
| 23491 | | Godshall, Kurt | Completed | 20141027 | 20141029 | ORR TPL Carriers |
| 23194 | | May, Wilma | Completed | 20141028 | 20141029 | MFP Template |

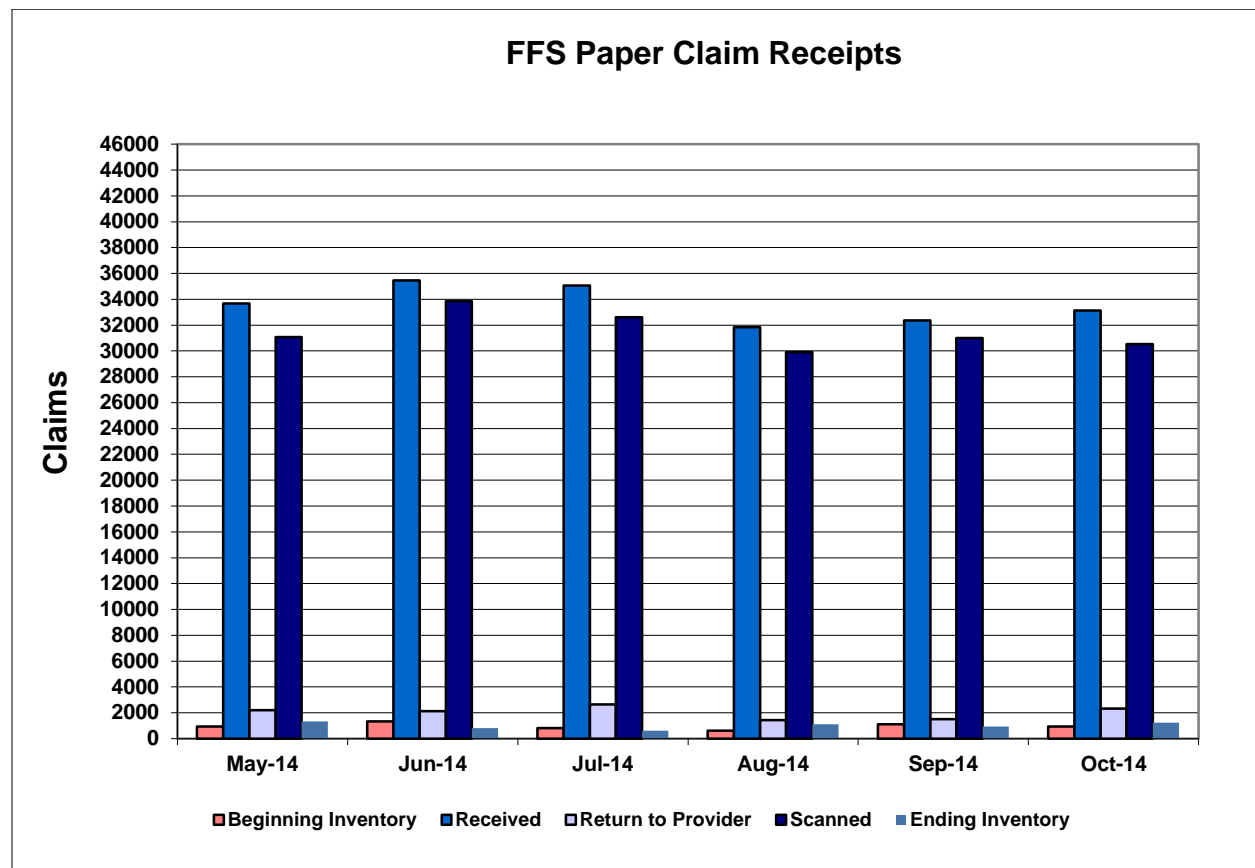
| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|--------------|-----------|----------------|----------------|--------------|
| 23195 | | May, Wilma | Completed | 20141028 | 20141029 | MFP Template |
| 23196 | | May, Wilma | Completed | 20141028 | 20141029 | MFP Template |
| 23197 | | May, Wilma | Completed | 20141028 | 20141029 | MFP Template |
| 23198 | | May, Wilma | Completed | 20141028 | 20141030 | MFP Template |
| 23199 | | May, Wilma | Completed | 20141028 | 20141030 | MFP Template |
| 23200 | | May, Wilma | Completed | 20141028 | 20141030 | MFP Template |
| 23202 | | May, Wilma | Completed | 20141028 | 20141030 | MFP Template |
| 23203 | | May, Wilma | Completed | 20141028 | 20141030 | MFP Template |
| 23204 | | May, Wilma | Completed | 20141028 | 20141031 | MFP Template |
| 23205 | | May, Wilma | Completed | 20141028 | 20141031 | MFP Template |
| 23334 | | May, Wilma | Completed | 20141030 | 20141031 | MFP Template |
| 23336 | | May, Wilma | Completed | 20141030 | 20141031 | MFP Template |
| 23337 | | May, Wilma | Completed | 20141030 | 20141031 | MFP Template |
| 23338 | | May, Wilma | Completed | 20141030 | 20141031 | MFP Template |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|--------------|-------------|----------------|----------------|--------------|
| 23339 | | May, Wilma | Completed | 20141030 | 20141031 | MFP Template |
| 23340 | | May, Wilma | Completed | 20141030 | 20141103 | MFP Template |
| 23341 | | May, Wilma | Completed | 20141030 | 20141031 | MFP Template |
| 23342 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23343 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23344 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23345 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23346 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23347 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23348 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23349 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23350 | | May, Wilma | In Progress | 20141030 | 20141103 | MFP Template |
| 23351 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |
| 23352 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|--------------|-------------|----------------|----------------|--------------|
| 23353 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |
| 23354 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |
| 23355 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |
| 23358 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |
| 23359 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |
| 23360 | | May, Wilma | In Progress | 20141030 | 20141104 | MFP Template |

4 FFS Paper Claim Receipt Statistics

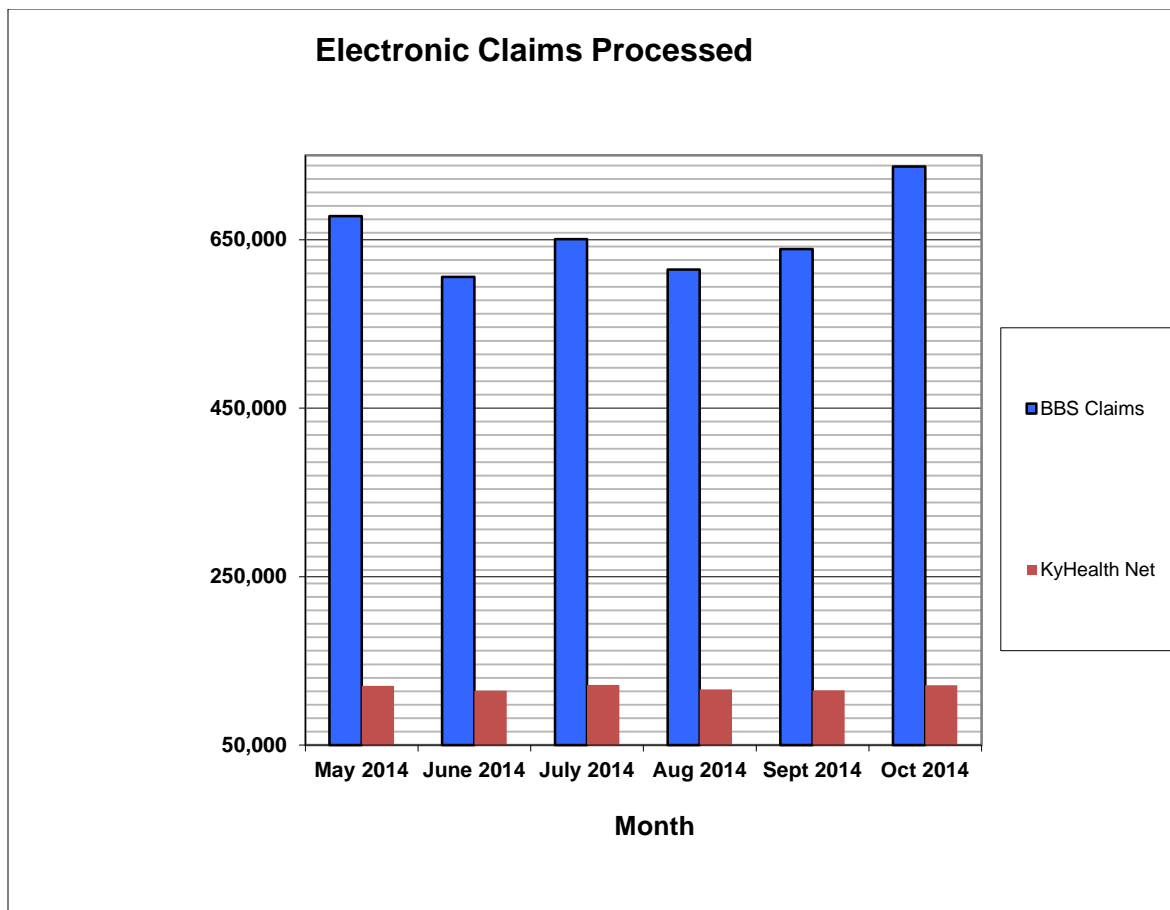
| Mailroom | Beginning Inventory | Received | RTP | Scanned | Ending Inventory | Oldest Claim |
|----------------|---------------------|----------|-------|---------|------------------|--------------|
| May 2014 | 935 | 33,686 | 2,202 | 31,078 | 1,341 | 0 days |
| June 2014 | 1,341 | 35,457 | 2,133 | 33,860 | 805 | 0 days |
| July 2014 | 805 | 35,063 | 2,640 | 32,609 | 619 | 0 days |
| August 2014 | 619 | 31,849 | 1,438 | 29,923 | 1,107 | 0 days |
| September 2014 | 1,107 | 32,353 | 1,507 | 31,010 | 943 | 0 days |
| October 2014 | 943 | 33,135 | 2,312 | 30,542 | 1,224 | 0 days |



5 Electronic Claims Processed

| | May 2014 | Jun 2014 | Jul 2014 | Aug 2014 | Sept 2014 | Oct 2014 |
|---|----------|----------|----------|----------|-----------|----------|
| Bulletin Board System Claims Processed | 686,033 | 605,684 | 650,446 | 614,672 | 638,809 | 736,835 |
| Kentucky HealthNet Claims Processed | 120,232 | 114,564 | 121,359 | 116,312 | 115,038 | 121,223 |

***Note – Numbers reported for May forward will be for claims processed – not claims submitted. Prior to May, totals were based upon BBS claims submitted and KYHealth Net “hit” totals.**



6 Monthly FFS Claim Totals by Media

| Begin Date | End Date |
|------------|------------|
| 10/1/2014 | 10/31/2014 |

| TOTAL | Denied Claims | Paid Claims | | Suspense Claims |
|------------|------------------|------------------|------------------|-----------------|
| | Billed Amount | Billed Amount | Paid Amount | Billed Amount |
| Electronic | \$311,400,733.63 | \$609,895,137.36 | \$211,610,605.90 | \$6,959,000.24 |
| Paper | \$53,188,166.73 | \$45,218,735.59 | \$29,054,052.12 | \$8,724,941.31 |
| TOTAL: | \$364,588,900.36 | \$655,113,872.95 | \$240,664,658.02 | \$15,683,941.31 |

7 Monthly Claims Operations

7.1 FFS Monthly Financial Cycle Summary

| Category | May 2014 | June 2014 | July 2014 | August 2014 | September 2014 | October 2014 |
|---------------------------------|-------------------------|-------------------------|---------------------------|-------------------------|-------------------------|-------------------------|
| Paid Claims | 613,804 | 473,159 | 497,422 | 618,993 | 534,710 | 759,717 |
| Denied Claims | 299,193 | 248,363 | 239,315 | 294,271 | 239,464 | 308,141 |
| Total Adjudicated Claims | 912,997 | 721,522 | 736,737 | 913,264 | 774,174 | 1,067,858 |
| Adjustments | 13,953 | 10,092 | 16,223 | 14,636 | 14,099 | 16,867 |
| Total Claims | 926,950 | 731,614 | 752,960 | 927,900 | 788,273 | 1,084,725 |
| Suspended/Re-suspended Claims | 13,623 | 12,376 | 8,717 | 3,197 | 5,065 | 5,795 |
| | | | | | | |
| % of Denied Claims | 32.8% | 34.4% | 32.48% | 32.2% | 30.9% | 28.9% |
| Avg \$ per Claim | \$350.61 | \$220.46 | \$512.68 | \$364.97 | \$364.19 | \$300.36 |
| | | | | | | |
| Claim Payment Amount | \$215,204,430.82 | \$104,313,568.58 | \$255,016,091.78 | \$225,913,034.94 | \$194,735,154.30 | \$228,189,682.95 |
| (+) Payouts | \$48,578,167.25 | \$351,861.31 | \$5,968,536.67 | \$3,486,034.64 | \$895,918.39 | \$18,470,812.50 |
| (-) Recoupments | -\$3,117,382.62 | -\$2,142,915.44 | -\$3,254,747.61 | -\$6,269,978.20 | -\$5,243,582.40 | -\$5,995,837.43 |
| Check Issue | \$260,665,215.45 | \$102,522,514.45 | \$257,729,880.84 | \$223,129,091.38 | \$190,387,490.29 | \$240,664,658.02 |
| Capitation Payment | \$505,391,986.27 | \$15,458,556.48 | \$1,019,260,670.96 | \$574,469,238.10 | \$548,904,752.11 | \$557,259,963.95 |
| Total Paid | \$766,057,201.72 | \$117,981,070.93 | \$1,276,990,551.80 | \$797,598,329.48 | \$739,292,242.40 | \$797,924,621.97 |

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

| Category | May 2013 | June 2013 | July 2013 | August 2013 | September 2013 | October 2013 |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|-------------------------|
| Paid Claims | 588,790 | 470,818 | 411,145 | 548,289 | 446,264 | 456,714 |
| Denied Claims | 296,966 | 236,091 | 222,098 | 292,464 | 235,852 | 241,770 |
| Total Adjudicated Claims | 885,756 | 706,909 | 633,243 | 840,753 | 682,116 | 698,484 |
| Adjustments/Claim Credits | 14,402 | 11,932 | 8,948 | 13,959 | 12,363 | 10,059 |
| Total Claims | 900,158 | 718,841 | 642,191 | 854,712 | 694,479 | 708,543 |
| Suspended/Resuspended Claims | 13,813 | 11,378 | 9,246 | 12,939 | 11,788 | 15,296 |
| | | | | | | |
| % of Denied Claims | 33.5% | 33.4% | 35.1% | 34.8% | 34.6% | 34.6% |
| Avg \$ per Claim | \$214.60 | \$351.44 | \$447.39 | \$381.59 | \$405.57 | \$430.47 |
| | | | | | | |
| Claim Payment Amount | \$190,083,120.73 | \$165,463,145.62 | \$183,942,129.35 | \$209,224,330.84 | 180,991,079.99 | \$196,601,602.10 |
| (+) Payouts | \$1,311,556.73 | \$4,398,666.91 | \$5,356,806.56 | \$496,177.51 | 7360754.51 | \$1,183,572.44 |
| (-) Recoupments | -\$3,243,554.41 | -\$3,013,722.72 | -\$2,818,257.18 | -\$3,383,079.30 | -3,956,438.25 | -\$2,114,267.87 |
| Check Issue | \$188,151,123.05 | \$166,848,089.81 | \$186,480,678.73 | \$206,337,429.05 | 184,395,396.25 | \$195,670,906.67 |
| Capitation Payment | \$285,317,333.01 | \$285,271,035.14 | \$291,922,348.91 | \$319,444,967.06 | 296,300,082.33 | \$293,880,283.67 |
| Total Paid | \$473,468,456.06 | \$452,119,124.95 | \$478,403,027.64 | \$525,782,396.11 | 480,695,478.58 | \$489,551,190.34 |

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

7.2 Monthly MCO & NEMT Capitations

| Begin Date | End Date |
|------------|------------|
| 10/1/2014 | 10/31/2014 |

| MCO | Regular Capitations | | Reconciliation (Recoup & Payout) Capitations | | Totals | |
|------------------------|---------------------|-------------------------|---|------------------------|------------------|-------------------------|
| | Count | Amount | Count | Amount | Count | Amount |
| ANTHEM | 50,753 | \$29,015,410.69 | 12,215 | \$4,746,735.18 | 62,968 | \$33,762,145.87 |
| COVENTRY | 301,502 | \$129,065,194.34 | 46,529 | \$6,279,592.14 | 348,031 | \$135,344,786.48 |
| HUMANA | 88,405 | \$47,735,537.39 | 18,306 | \$6,556,492.92 | 106,711 | \$54,292,030.31 |
| NEMT | 1,091,218 | \$8,035,273.42 | 70,801 | \$405,967.03 | 1,162,019 | \$8,441,240.45 |
| PASSPORT (Region 3) | 211,800 | \$111,350,862.33 | 35,620 | \$5,712,543.53 | 247,420 | \$117,063,405.86 |
| WELLCARE | 398,156 | \$190,924,887.31 | 56,622 | \$17,431,967.67 | 454,778 | \$208,356,354.98 |
| Sum: | 2,141,834 | \$516,127,165.48 | 240,093 | \$54,529,386.20 | 2,381,927 | \$557,259,963.95 |

7.2 Monthly MCO & NEMT Capitations (continued)

| NEMT | Cap Transactions | Amount Paid |
|--|-------------------------|-----------------------|
| L.K.L.P. C.A.C., INC REGION 1 | 46,808 | \$312,353.58 |
| PENNYRILE ALLIED COMSERVICES, INC | 52,700 | \$313,932.24 |
| AUDUBON AREA COMM SRVC | 52,940 | \$368,306.08 |
| L.K.L.P. C.A.C., INC REGION 4 | 61,442 | \$435,365.57 |
| LKLP CAC INC REGION 5 | 90,841 | \$915,641.83 |
| FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS | 220,271 | \$1,881,576.27 |
| BLUE GRASS COMMUNITY ACTION AGENCY INC | 74,047 | \$490,257.90 |
| LKLP CAC INC REGION 9 | 86,221 | \$596,491.00 |
| FEDERATED TRANSPORTATION SVS OF THE BLUE | 58,551 | \$414,107.65 |
| FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS | 63,466 | \$401,766.40 |
| RURAL TRANSIT ENTERPRISES | 127,924 | \$952,358.85 |
| LKLP COMMUNITY ACTION | 86,485 | \$554,620.52 |
| SANDY VALLEY TRANSPORTATION | 61,076 | \$404,626.40 |
| LKLP CAC INC REGION 15 | 60,370 | \$305,070.08 |
| LICKING VALLEY COMMUNITY ACTION PROGRAM INC | 18,823 | \$94,766.08 |
| TOTAL | 1,161,965 | \$8,441,240.45 |

7.3 FFS Adjudicated Original Claims (By Claim)

| Begin Date | End Date |
|------------|------------|
| 10/1/2014 | 10/31/2014 |

| Paper Claims | May 2014 | June 2014 | July 2014 | August 2014 | September 2014 | October 2014 |
|-------------------------------|-------------|--------------|--------------|----------------|-------------------|-----------------|
| Paid | 10,326 | 9,798 | 8,471 | 11,729 | 8,251 | 10,914 |
| Denied | 13,530 | 14,917 | 10,648 | 15,930 | 11,654 | 13,172 |
| Total | 23,856 | 24,715 | 19,119 | 27,659 | 19,905 | 24,086 |
| % of Total Adjudicated Claims | 2.61% | 3.42% | 2.60% | 3.02% | 2.57% | 2.26% |
| % of Paper Denied Claims | 56.72% | 60.36% | 55.69% | 57.59% | 58.55% | 54.69% |

Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.

| Electronic Claims | May 2014 | June 2014 | July 2014 | August 2014 | September 2014 | October 2014 |
|-------------------------------|-------------|--------------|--------------|----------------|-------------------|-----------------|
| Paid | 603,478 | 463,361 | 488,951 | 607,264 | 526,459 | 748,803 |
| Denied | 285,663 | 233,446 | 228,667 | 278,341 | 227,810 | 294,969 |
| Total | 889,141 | 696,807 | 717,618 | 885,605 | 754,269 | 1,043,772 |
| % of Total Adjudicated Claims | 97.39% | 96.57% | 97.40% | 96.97% | 97.43% | 97.74% |
| % of Electronic Denied Claims | 32.13% | 33.50% | 31.86% | 31.43% | 30.20% | 28.26% |

Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.

7.4 Monthly FFS Top Ten Procedure Codes

| Begin Date | End Date |
|------------|------------|
| 10/1/2014 | 10/31/2014 |

| Procedure | Description | Member Count | Claim Count | Amount Paid |
|-----------|------------------------------|--------------|-------------|-----------------|
| T2016 | HABIL RES WAIVER PER DIEM | 3,340 | 36,368 | \$21,469,611.31 |
| S5108 | HOMECARE TRAIN PT 15 MIN | 8,840 | 42,037 | \$19,067,682.06 |
| T1015 | CLINIC SERVICE | 83,097 | 130,177 | \$9,820,527.42 |
| T2021 | DAY HABIL WAIVER PER 15 MIN | 4,978 | 44,607 | \$7,333,103.60 |
| 99199 | SPECIAL SERVICE/PROC/REPORT | 6,459 | 11,347 | \$7,057,592.28 |
| T2022 | CASE MANAGEMENT, PER MONTH | 14,736 | 20,067 | \$5,481,677.52 |
| T2023 | TARGETED CASE MGMT PER MONTH | 11,379 | 16,504 | \$4,826,832.85 |
| H0004 | ALCOHOL AND/OR DRUG SERVICES | 3,385 | 11,289 | \$3,801,498.86 |
| S5100 | ADULT DAYCARE SERVICES 15MIN | 3,005 | 27,580 | \$3,634,016.43 |
| 99213 | OFFICE/OUTPATIENT VISIT EST | 21,455 | 45,998 | \$3,177,713.82 |

7.5 Monthly FFS Top Ten Diagnosis Codes

| Diagnosis | Description | Member Count | Claim Count | Amount Paid |
|-----------|---------------------------|--------------|-------------|-----------------|
| 317 | MILD INTELLECT DISABILTY | 4,580 | 38,911 | \$15,791,552.79 |
| 3180 | MOD INTELLECT DISABILITY | 3,158 | 26,159 | \$8,998,455.25 |
| V5789 | REHABILITATION PROC NEC | 1,245 | 2,074 | \$7,766,555.43 |
| 3182 | PROFND INTELLCT DISABLT | 595 | 2,542 | \$6,990,219.63 |
| 3128 | OTHER CONDUCT DISTURBANCE | 3,836 | 3,962 | \$6,794,275.32 |
| 3310 | ALZHEIMER'S DISEASE | 1,768 | 3,343 | \$6,661,610.49 |
| 318 | OTHER MENTAL RETARDATION | 2,553 | 13,798 | \$5,500,310.75 |
| 3181 | SEV INTELLECT DISABILITY | 881 | 5,660 | \$5,460,984.32 |
| 29900 | AUTISTIC DISORD-CURRENT | 2,429 | 15,585 | \$5,174,707.05 |
| 496 | CHR AIRWAY OBSTRUCT NEC | 6,091 | 12,651 | \$4,502,507.38 |

7.6 Monthly MCO Top Ten Procedure Codes

| Begin Date | End Date |
|------------|------------|
| 10/1/2014 | 10/31/2014 |

| Procedure | Description | Member Count | Claim Count | Amount Paid |
|-----------|------------------------------|--------------|-------------|-----------------|
| 99213 | OFFICE/OUTPATIENT VISIT EST | 208,073 | 322,638 | \$12,848,735.11 |
| 99284 | EMERGENCY DEPT VISIT | 46,629 | 61,202 | \$8,615,757.27 |
| 99283 | EMERGENCY DEPT VISIT | 61,162 | 81,604 | \$7,442,405.83 |
| 99214 | OFFICE/OUTPATIENT VISIT EST | 77,710 | 101,802 | \$6,180,429.77 |
| 99285 | EMERGENCY DEPT VISIT | 24,635 | 31,840 | \$5,399,968.87 |
| 74176 | CT ABD & PELVIS W/O CONTRAST | 6,755 | 9,083 | \$2,545,762.48 |
| 99212 | OFFICE/OUTPATIENT VISIT EST | 45,962 | 65,413 | \$2,529,979.18 |
| T2022 | CASE MANAGEMENT, PER MONTH | 5,941 | 7,875 | \$2,515,379.93 |
| 74177 | CT ABD & PELV W/CONTRAST | 6,295 | 8,208 | \$2,447,745.97 |
| 99203 | OFFICE/OUTPATIENT VISIT NEW | 32,393 | 34,328 | \$2,412,178.26 |

Note: Data taken from encounters received from the Managed Care Organizations

7.7 Monthly MCO Top Ten Diagnosis Codes

| Diagnosis | Description | Member Count | Claim Count | Amount Paid |
|-----------|--------------------------|--------------|-------------|----------------|
| V3000 | SINGLE LB IN-HOSP W/O CS | 2,860 | 4,084 | \$4,190,226.45 |
| 78650 | CHEST PAIN NOS | 15,939 | 26,334 | \$4,047,942.21 |
| 0389 | SEPTICEMIA NOS | 614 | 1,039 | \$3,812,918.45 |
| 20501 | ACT MYL LEUK W RMSION | 19 | 35 | \$3,787,191.58 |
| V202 | ROUTIN CHILD HEALTH EXAM | 37,652 | 41,267 | \$3,615,483.91 |
| V3001 | SINGLE LB IN-HOSP W CS | 1,406 | 2,020 | \$3,436,452.78 |
| 41401 | CRNRY ATHRSCL NATVE VSSL | 1,949 | 2,773 | \$3,050,457.24 |
| V5811 | ANTINEOPLASTIC CHEMA ENC | 644 | 1,202 | \$2,924,728.67 |
| 31401 | ATTN DEFICIT W HYPERACT | 14,487 | 29,692 | \$2,842,500.71 |
| 29690 | EPISODIC MOOD DISORD NOS | 5,075 | 10,652 | \$2,822,426.86 |

Note: Data taken from encounters received from the Managed Care Organizations

7.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

| Error | Description | Number of Denials | % of Top Ten |
|---------------|---|-------------------|--------------|
| 1010 | Rendering Provider Not A Mem Of Billing Grp | 18,832 | 18.3% |
| 4021 | No Coverage for Billed Procedure | 15,365 | 14.9% |
| 2017 | Services Covered Under Member's MCO Plan | 14,568 | 14.1% |
| 1036 | Rendering Prov Type/Claim Type Invalid | 10,472 | 10.2% |
| 1955 | Cannot Determine Medicaid Nbr Billing Prov | 8,293 | 8.1% |
| 1032 | Billing Provider Not Eligible to Bill this Clm Type | 7,707 | 7.5% |
| 3317 | This Service Was Not Approved by Medicare | 7,462 | 7.2% |
| 2003 | Member Ineligible on Detail Date of Service | 6,841 | 6.6% |
| 1908 | NPI Only Submitted on Claim – Not on File | 6,806 | 6.6% |
| 4804 | No Contract for Billed Rev Code | 6,726 | 6.5% |
| Totals | | 103,072 | 62.2% |

Total Denied Details – 165,735

Note: Total # of top ten denials (103,072) divided by total denied details (165,735) = % of top ten denials (62.2%).

7.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

| Error | Description | Number of Failures | % of Top Ten |
|---------------|--|--------------------|--------------|
| 4405 | Unable to Assign Provider Contract | 3,124 | 37.7% |
| 2001 | Member ID Number not on File Recycle | 1,772 | 21.4% |
| 3305 | Member Requires Valid PT Liability for DOS | 1,450 | 17.5% |
| 3001 | PA Not Found on Database | 392 | 4.7% |
| 5001 | Exact Duplicate | 374 | 4.5% |
| 1046 | Facility Provider is not Eligible | 314 | 3.8% |
| 4014 | No Pricing Segment on File | 312 | 3.8% |
| 1047 | Billing Provider is Not Eligible | 261 | 3.1% |
| 2505 | Member Covered by Private Insurance | 155 | 1.9% |
| 3003 | Procedure Code Requires PA | 140 | 1.7% |
| Totals | | 8,294 | 79.6% |

Total Suspended Details – 10,417

Note: Total # of top ten failures (8,294) divided by total suspended details (10,417) = % of top ten suspense (79.6%).

7.10 FFS Suspended Original Claims by Age (By Claim)

| Category | May 2014 | | June 2014 | | July 2014 | | August 2014 | | September 2014 | | October 2014 | |
|--------------|---------------|-------|---------------|-------|--------------|-------|--------------|-------|----------------|-------|--------------|-------|
| | Details | Pct. | Details | Pct. | Details | Pct. | Details | Pct. | Details | Pct. | Details | Pct. |
| 0-30 days | 11,533 | 94.01 | 12,834 | 94.21 | 6,142 | 70.46 | 2,762 | 86.39 | 4,621 | 91.23 | 5,351 | 92.34 |
| 31-60 days | 228 | 1.86 | 179 | 1.31 | 1,747 | 20.04 | 46 | 1.44 | 44 | .87 | 41 | .71 |
| 61-90 days | 22 | .18 | 147 | 1.08 | 525 | 6.02 | 40 | 1.25 | 38 | .75 | 32 | .55 |
| 91+ days | 482 | 3.95 | 463 | 3.40 | 303 | 3.48 | 349 | 10.92 | 362 | 7.15 | 371 | 6.40 |
| Total | 12,268 | | 13,623 | | 8,717 | | 3,197 | | 5,065 | | 5,795 | |

7.11 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)

| Category | May 2014 | June 2014 | Jul 2014 | Aug 2014 | Sept 2014 | Oct 2014 | Oldest Julian Date |
|--------------|------------|------------|--------------|------------|------------|------------|--------------------|
| Resolutions | 70 | 119 | 1,636 | 87 | 107 | 91 | 14-078 |
| Med.Review | 0 | 0 | 0 | 5 | 0 | 0 | |
| TPL | 0 | 66 | 1 | 0 | 0 | 0 | |
| Adjustments | 0 | 0 | 0 | 0 | 0 | 0 | |
| Recycle | 0 | 1 | 0 | 0 | 0 | 0 | |
| DMS | 719 | 806 | 938 | 348 | 343 | 353 | 12-128 |
| Total | 789 | 992 | 2,575 | 440 | 450 | 444 | |

8 Monthly Third-Party Liability

8.1 FFS Third-Party Liability Monthly Activity

| Third Party Liability | Begin Inv | Received | Worked | To DMS | Ending Inventory | Oldest Date |
|--------------------------------------|-----------|----------|--------|--------|------------------|-------------|
| PA40-Kames/Eligibles with Other Ins. | 1,531 | 7,600 | 7,559 | 0 | 1,572 | 9 days |
| CS40-Child Support | 0 | 700 | 700 | 0 | 0 | 0 days |
| SSI-Local Offices | 0 | 0 | 0 | 0 | 0 | 0 days |
| TPL Edits | 408 | 1,815 | 1,868 | 0 | 355 | 9 days |
| Accident/Trauma Leads | 0 | 0 | 0 | 0 | 0 | 0 days |
| DMS Attorney | 0 | 0 | 0 | 0 | 0 | 0 days |
| RUSH Attorney | 0 | 0 | 0 | 0 | 0 | 0 days |
| HP Attorney | 4 | 279 | 281 | 0 | 2 | 0 days |
| TPL Checks | 8 | 163 | 156 | 0 | 15 | 0 days |
| TPL Mail | 1,259 | 7,008 | 7,247 | 0 | 1,020 | 10 days |
| KHIPP | 0 | 459 | 459 | 0 | 0 | 0 days |
| Total | 3,210 | 18,024 | 18,270 | 0 | 2,964 | |

9 Monthly Finance/Adjustments

9.1 Monthly FFS Financial – Accounts Receivable

| Category | Beginning Inventory | Received | Keyed | Return to Provider | To DMS | On Hold | Ending Inventory | Age Oldest AR |
|-------------------------------|---------------------|----------|-------|--------------------|--------|---------|------------------|---------------|
| Accounts Receivable Set-up | 0 | 151 | 122 | 0 | 1 | 0 | 28 | 1 day |
| Payouts | 0 | 226 | 226 | 0 | 0 | 0 | 0 | 0 days |
| Accounts Receivable Updates | 0 | 106 | 97 | 0 | 0 | 0 | 9 | 1 day |
| Accounts Receivable Transfers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 days |
| Total | 0 | 483 | 445 | 0 | 1 | 0 | 37 | |

9.2 Monthly FFS Financial - Checks

| Category | Beginning | Received | Completed | Ending | Age Oldest Check |
|------------------|-----------|----------|-----------|--------|------------------|
| Provider Warrant | 9 | 4 | 4 | 9 | 1 day |
| HP Financial | 194 | 713 | 685 | 222 | 6 days |
| DMS Financial | 51 | 132 | 132 | 51 | 2 days |
| Total | 254 | 849 | 821 | 282 | |

9.3 Monthly FFS Financial – Adjustments

| Category | Beginning Inventory | Received | Completed | Returns | Ending Inventory | Age Oldest Adj |
|---------------|---------------------|----------|-----------|---------|------------------|----------------|
| Professional | 26 | 138 | 120 | 25 | 19 | 2 days |
| Institutional | 55 | 125 | 132 | 27 | 21 | 2 days |
| Voids | 63 | 291 | 318 | 36 | 0 | 0 days |
| Total | 144 | 554 | 570 | 88 | 40 | |

9.4 Monthly FFS Financial - Mass Adjustments

| Category | Beginning Inventory | Received (plus) | Released (minus) | Deleted (minus) | Zero Claims Pulled (minus) | Ending Inventory | On Hold | DMS Review |
|-------------------------------------|----------------------------|------------------------|-------------------------|------------------------|-----------------------------------|-------------------------|----------------|-------------------|
| Mass Adjustment (region 52) | 205 | 94 | 163 | 0 | 13 | 123 | 123 | 0 |
| SE Processed Adjustment (region 58) | 0 | 0 | 0 | 0 | 0 | | 0 | 0 |
| Total | 205 | 94 | 163 | 0 | 13 | 123 | 123 | 0 |

10 Provider Relations

10.1 Provider Field Representatives

10.1.1 Provider Visits

October 1, 2014

Vicky Hicks, HP Provider Field Representative, conducted a virtual room provider visit with Emmaus Respite and Resources, on October 1, 2014. The provider requested a virtual room visit to learn how navigate KYHealth Net. During this visit the following was reviewed: member, claims, RA viewer, prior authorization, and EFT. Those who attended the virtual room training were: Gary Sizemore and Jennifer Sizemore

October 30, 2014

Vicky Hicks, HP Provider Field Representative, conducted a provider visit in Frankfort KY with Golden Living Nursing Facility, on October 30, 2014. The provider requested a provider visit to discuss denied claims. Those who attended the provider visit were: Shelly Johnson

10.2 Conference Calls (Calls Greater Than 30 Minutes)

October 2, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Drs Hilgefard, Morgan and Haney PLLC on October 2, 2014. The provider requested a conference call to review their provider information for 5 providers. During the conference the provider NPI, provider ID and taxonomy were verified and the provider group they are tied to. Those who attended the conference call were: Sheila Manenti

October 14, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with St. Mary's Center on October 14, 2014. The provider requested a conference call to learn how navigate KYHealth Net. During this visit the following was reviewed: member, claims, RA viewer, prior authorization, and EFT. Those who attended the training were: Phillip Millay and Kelly Meadway

October 21, 2014

Kelly Gregory, HP Provider Field Representative, conducted a conference call with IV Solutions LLC, DBA Amerita on October 21, 2014. The provider requested a conference call to review denied claims. During the conference we reviewed the reasons the claims denied and details of billing instructions. Those who attended the conference call were: Jeanne Loxley

10.3 Conference Calls

(Calls Greater Than 30 Minutes) (continued)

October 27, 2014

Kelly Gregory, HP Provider Field Representative, conducted a conference call with Anthony T. Vitale on October 27, 2014. The provider requested a conference call due to being a new provider with Medicaid. During the conference we reviewed the websites needed for fee schedules and regulations, billing instructions, and how to access KYHealth Net. Those who attended the conference call were: Anthony T. Vitale

October 28, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Christian Health Center- West to review a claim denial. During the conference we reviewed the reasons the claim denied and details of CMS NCCI editing. We reviewed the CMS.gov website for the ruling of the editing. Those who attended the conference call were: Regina Lyons

October 30, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Dr. David Ferguson's office on October 30, 2014. The provider requested a conference call due to being a new provider with Medicaid. During the conference we reviewed the websites needed for fee schedules and regulations, billing instructions, and how to access KyHealth Net, check member benefits, and bill claims using this system. Those who attended the conference call were: Donna Ferguson

10.4 Association Meetings

There were no Association meetings in October 2014.

10.5 Provider Contacts

| | |
|------------------|------------|
| Provider Calls | 245 |
| Provider E-mails | 460 |
| Total | 705 |

Total number of calls and e-mails between Provider Field Representatives and Providers during the month.

10.6 Provider Workshops

There were no Provider Workshops in October 2014.

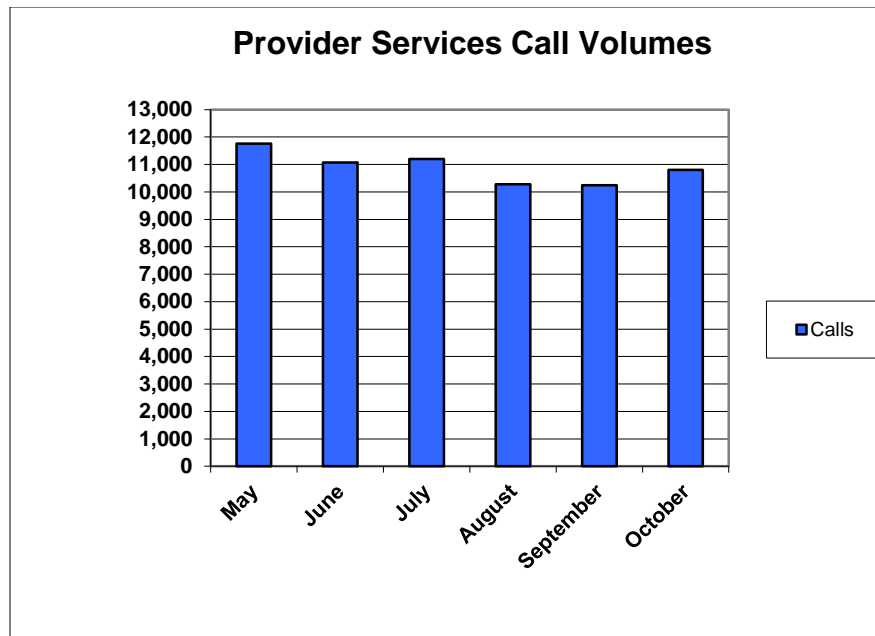
10.7 Provider Services

10.7.1 Provider Services

| Category | May 2014 | June 2014 | July 2014 | August 2014 | September 2014 | October 2014 |
|-----------------------|-------------|--------------|--------------|----------------|-------------------|-----------------|
| % Service Level | 96% | 95% | 95% | 95% | 94% | 96% |
| Abandoned Calls | 496 | 517 | 586 | 533 | 588 | 418 |
| Avg Speed Ans | 1:19 | 1:28 | 1:31 | 1:25 | 1:36 | 1:10 |
| | | | | | | |
| Incoming Calls | 11,762 | 11,066 | 11,195 | 10,279 | 10,239 | 10,807 |
| Paper Correspondence | 545 | 476 | 411 | 433 | 422 | 397 |
| E-Mail Correspondence | 314 | 203 | 221 | 213 | 222 | 336 |
| Fax | 32 | 29 | 31 | 13 | 17 | 9 |
| Total* | 12,653 | 11,774 | 11,858 | 10,938 | 10,900 | 11,549 |
| | | | | | | |
| HP Callbacks | 78 | 131 | 127 | 131 | 138 | 88 |

***Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes**

Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.



10.7.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

10.7.3 Notable Topics

1. Reason for claim denial or suspended. How to get the MCO to void the claim in order for Medicaid to process the claim?
2. Which MCO the member has and MAP 552 questions? Also calls from members wanting to know if they are eligible for Medicaid, which MCO are they enrolled with and how to change the MCO.
3. Timely filing – CMS 1500 Crossover EOMB Form (is this form completed if Medicare pays or if Medicare denies).
4. What is the PA number and how do I correct the overlapping dates?
5. Questions about the Attestation or enhanced checks and questions about payouts and recoupments.

Commonwealth Training

10.7.4 Current Activities

The following instructor-led training classes were offered by HP in October 2014:

- Mechanics of Claims Processing (October 2) 5 attended
 - Mary Mann, Dept for Behavioral Health, Dev. & Intellectual Disabilities
 - Haley Hammond, Dept for Behavioral Health, Dev. & Intellectual Disabilities
 - Kevin McAfee, Division of Community Alternatives
 - Candace Crawford, Division of Program Quality & Outcomes
 - Nicholas Day, Division of Community Alternatives
- Member Subsystem (October 6) 10 attended
 - Leeta Williams, Division of Policy & Operations – Pharmacy Policy Branch
 - Brittany Cloyd, Division of Program Integrity - Third Party Liability Branch
 - Brandy Bell, Department of Insurance
 - Walter Burge, Department of Insurance
 - Tiffany Mello, Department of Insurance
 - Lori Shouse, Department of Insurance
 - Denise White, Department of Insurance
 - Candace Crawford, Division of Program Quality & Outcomes - Disease & Case
 - Stacey Owens, OATS
 - Nicholas Day, Division of Community Alternatives
- Provider Subsystem (October 8) 11 attended
 - Kevin McAfee, Division of Community Alternatives
 - Brandy Bell, Department of Insurance
 - Walter Burge, Department of Insurance
 - Tiffany Mello, Department of Insurance
 - Lori Shouse, Department of Insurance
 - Denise White, Department of Insurance
 - Rissie Griffin-Wolff, Kentucky Transitions/MFP
 - Candace Crawford, Division of Program Quality & Outcomes
 - Nicholas Day, Division of Community Alternatives -
 - Wesley Penn, Division of Fiscal Management
 - Leslie Yagel, Division of Program Quality & Outcomes
- Prior Authorization Subsystem (October 9) 4 attended
 - Candace Crawford, , Division of Program Quality & Outcomes
 - Nicholas Day, Division of Community Alternatives
 - Leslie Yagel, , Division of Program Quality & Outcomes
 - Kevin McAfee, Division of Community Alternatives
- Reference Subsystem (October 13) 3 attended
 - Candace Crawford, , Division of Program Quality & Outcomes
 - Nicholas Day, Division of Community Alternatives
 - Leslie Yagel, , Division of Program Quality & Outcomes
- Claim Edits, Audits and Rules (October 13) 3 attended
 - Candace Crawford, , Division of Program Quality & Outcomes
 - Nicholas Day, Division of Community Alternatives
 - Leslie Yagel, , Division of Program Quality & Outcomes

The following instructor-led training classes were offered by HP in October 2014 (continued):

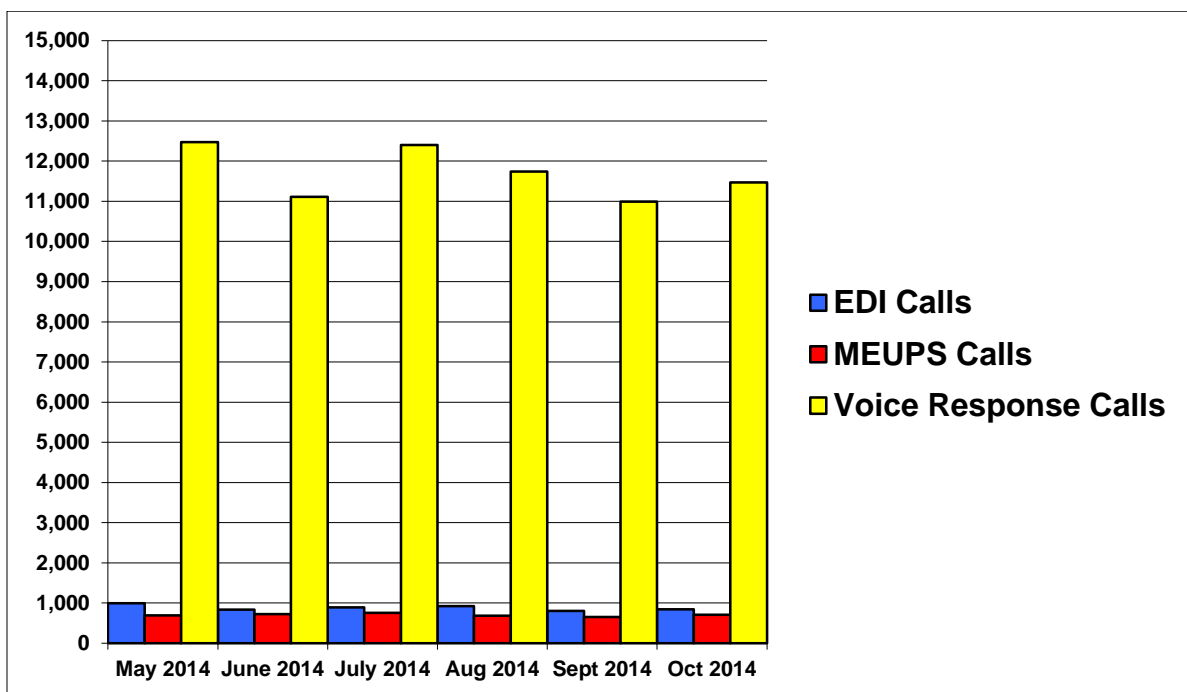
- Claims Subsystem (October 14) 7 attended
 - Candace Crawford, , Division of Program Quality & Outcomes
 - Nicholas Day, Division of Community Alternatives
 - Leslie Yagel , Division of Program Quality & Outcomes
 - Walter Burge, Department of Insurance
 - Tiffany Mello, Department of Insurance
 - Denise White, Department of Insurance
 - Christa Woodside, Department of Insurance
- Financial Subsystem (October 20) 8 attended
 - Kevin McAfee, Division of Community Alternatives –
 - Walter Burge, Department of Insurance
 - Tiffany Mello, Department of Insurance
 - Lori Shouse, Department of Insurance
 - Denise White, Department of Insurance
 - Christa Woodside, Department of Insurance
 - Nicholas Day, Division of Community Alternatives –
 - Leslie Yagel, Division of Program Quality & Outcomes
- OnBase Application (October 21) 7 attended
 - Brittany Cloyd, Division of Program Integrity - Third Party Liability Branch
 - Kevin McAfee, Division of Community Alternatives -
 - Cynthia Lee, Division of Quality & Outcomes
 - Marydale Coleman, Division of Program Quality & Outcomes
 - Deborah Simpson, Division of Program Quality and Outcomes
 - Nicholas Day, Division of Community Alternatives -
 - Leslie Yagel, Division of Program Quality & Outcomes
- DMS In Depth Member Class (October 16) 0 attended
 - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD

Staff members' supervisors are sent a confirmation of attendance via email.

11 EDI Customer/Provider Interaction

11.1 Electronic Data Interchange Calls Received

| Category | May 2014 | June 2014 | July 2014 | Aug 2014 | Sept 2014 | Oct 2014 |
|----------------------|----------|-----------|-----------|----------|-----------|----------|
| EDI Calls | 997 | 834 | 894 | 923 | 800 | 842 |
| MEUPS Calls | 692 | 722 | 752 | 687 | 652 | 705 |
| Voice Response Calls | 12,471 | 11,112 | 12,401 | 11,743 | 10,991 | 11,466 |



Expanded Call Data

| Month | EDI Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|-----------|-----------|-----------------|----------------------|----------------|-----|
| May | 997 | 34 | :28 | 3:05 | 97% |
| June | 834 | 13 | :19 | 3:05 | 98% |
| July | 894 | 19 | :17 | 3:06 | 98% |
| August | 923 | 27 | :17 | 2:56 | 97% |
| September | 800 | 8 | :14 | 3:05 | 99% |
| October | 842 | 19 | :10 | 2:57 | 98% |

Expanded Call Data (continued)

| Month | MEUPS Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|-----------|-------------|-----------------|----------------------|----------------|-----|
| May | 692 | 31 | :32 | 2:15 | 96% |
| June | 722 | 26 | :26 | 2:11 | 96% |
| July | 752 | 25 | :18 | 2:15 | 97% |
| August | 687 | 11 | :14 | 2:08 | 98% |
| September | 652 | 12 | :15 | 2:16 | 98% |
| October | 705 | 9 | :07 | 2:09 | 99% |

| Month | Voice Response Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|-----------|----------------------|-----------------|----------------------|----------------|-----|
| May | 12,471 | 423 | :01 | 1:27 | 97% |
| June | 11,112 | 347 | :01 | 1:32 | 97% |
| July | 12,401 | 167 | :01 | 1:31 | 99% |
| August | 11,743 | 432 | :01 | 1:32 | 96% |
| September | 10,991 | 557 | :01 | 1:32 | 95% |
| October | 11,466 | 607 | :01 | 1:32 | 95% |

*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

EDI Top 5 calls:

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

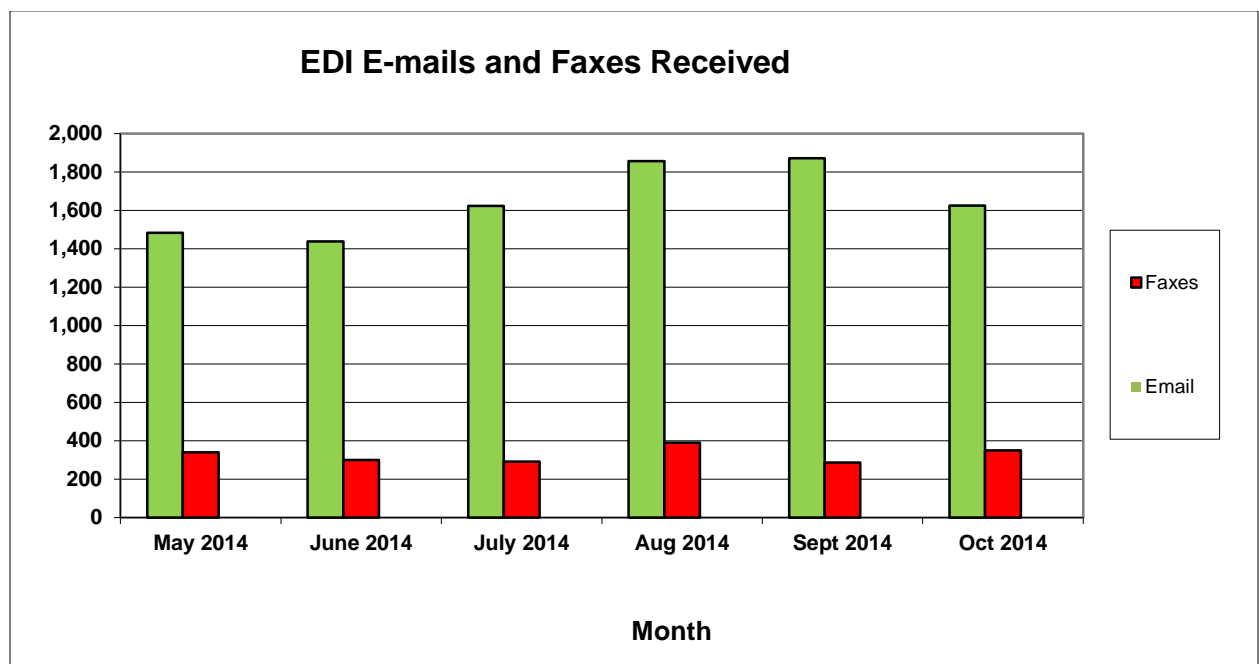
MEUPS Top 5 calls:

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

| Category | May 2014 | June 2014 | July 2014 | Aug 2014 | Sept 2014 | Oct 2014 |
|------------------------------------|----------|-----------|-----------|----------|-----------|----------|
| Password Resets Received Via phone | 446 | 484 | 580 | 463 | 439 | 485 |

11.2 EDI E-mails and Faxes Received

| Category | May 2014 | June 2014 | July 2014 | Aug 2014 | Sept 2014 | Oct 2014 |
|------------------|----------|-----------|-----------|----------|-----------|----------|
| E-mails Received | 1,483 | 1,438 | 1,623 | 1,857 | 1,872 | 1,625 |
| E-mails Answered | 1,483 | 1,436 | 1,623 | 1,857 | 1,867 | 1,621 |
| Faxes Received | 339 | 300 | 292 | 389 | 287 | 350 |
| Faxes Answered | 338 | 289 | 288 | 385 | 284 | 346 |



EDI Top 5 E-mail Requests:

1. Password resets (*see table below*)
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

| Category | May 2014 | June 2014 | July 2014 | Aug 2014 | Sept 2014 | Oct 2014 |
|-------------------------------------|----------|-----------|-----------|----------|-----------|----------|
| Password Resets Received Via e-mail | 290 | 389 | 387 | 409 | 383 | 380 |

EDI Top 5 Fax Requests:

1. PIN release forms* (*see table below*)
2. Change of Administrator forms* (*see table below*)
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

| Category | May 2014 | June 2014 | July 2014 | Aug 2014 | Sept 2014 | Oct 2014 |
|--|----------|-----------|-----------|----------|-----------|----------|
| PINs Received via fax | 1007*** | 231 | 101 | 132 | 127 | 152 |
| Admins Received via fax | 317 | 234 | 183 | 220 | 127 | 304 |

*All PIN release and Change of Administrator responses are outbound via e-mail only.

***There was one fax received from University of Cincinnati Health that included 984 PIN requests, also in response to the EADO letter.